



# PUBLIC NOTICE

Federal Communications Commission  
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Washington, D.C. 20554

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## CONSUMER AND GOVERNMENTAL AFFAIRS BUREAU ANNOUNCES THE DATES FOR FILING COMMENTS AND REPLY COMMENTS REGARDING "BILL SHOCK"

CG Docket No. 10-207  
CG Docket No. 09-158

Comment Date: December 27, 2010  
Reply Comment Date: January 25, 2011

On October 14, 2010, the Commission released a Notice of Proposed Rulemaking seeking comment on various proposals designed to address sudden, unexpected increases in wireless bills, commonly referred to as "bill shock."<sup>1</sup> Specifically, the Commission proposed that mobile providers provide notification when subscribers are approaching and reach their allotted monthly limit of voice, text, and data usage, and when consumers are about to incur international or other roaming charges in excess of their normal rates. In addition, the Commission proposed that mobile providers make clear, conspicuous, and ongoing disclosure of any tools they offer which allow subscribers to either limit usage or monitor usage history.

The Commission set the comment and reply comment deadlines for the Notice as 30 and 60 days, respectively, after publication of the summary of the Notice in the Federal Register. The Notice summary was published in the Federal Register on November 26, 2010.<sup>2</sup> Therefore, comments are due on or before **December 27, 2010**, and reply comments are due on or before **January 25, 2011**. All pleadings are to reference **CG Docket No. 10-207 and CG Docket No. 09-158**.

Comments may be filed using: (1) the Commission's Electronic Comment Filing System (ECFS); (2) the Federal Government's e-Rulemaking Portal; (3) email; or (4) by filing paper copies.

- Electronic Filers: Comments may be filed electronically using the Internet by accessing the ECFS: <http://www.fcc.gov/cgb/ecfs/> or the Federal e-Rulemaking Portal: <http://www.regulations.gov>. Filers should follow the instructions provided on the website for submitting comments. Parties may also submit an electronic comment by Internet email. To get filing instructions, filers should send an email to [ecfs@fcc.gov](mailto:ecfs@fcc.gov), and include the following words in the body of the message: "get form <your email address>." A sample form and directions will be sent in response.

<sup>1</sup> See *Empowering Consumers to Avoid Bill Shock; Consumer Information and Disclosure*, CG Docket Nos. 10-207 and 09-158, Notice of Proposed Rulemaking, FCC 10-180, 2010 WL 4059847 (rel. Oct. 14, 2010) (Notice).

<sup>2</sup> 75 Fed. Reg. 72773 (Nov. 26, 2010).

- Paper Filers: Parties who choose to file by paper must file an original and four copies of each filing. Because more than one docket number appears in the caption of this proceeding, filers must submit two additional copies for the additional docket number. Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.
  - All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12<sup>th</sup> Street, SW, Room TW-A325, Washington, DC 20554. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. The filing hours are 8 AM to 7 PM.
  - Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
  - U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12<sup>th</sup> Street, SW, Washington, DC 20554.
- Parties should also serve one copy with the Commission's copy contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12<sup>th</sup> Street, SW, Room CY-B402, Washington, DC 20554, or via e-mail to [fcc@bcpiweb.com](mailto:fcc@bcpiweb.com).
- Documents in CG Docket Nos. 10-207 and 09-158 will be available for public inspection and copying via ECFS, and during regular business hours at the FCC Reference Information Center, Portals II, 445 12<sup>th</sup> Street, SW, Room CY-A257, Washington, DC 20554. The documents may also be purchased from BCPI, telephone (800) 378-3160, facsimile (202) 488-5563, TTY (202) 488-5562, or Internet [www.bcpiweb.com](http://www.bcpiweb.com).

People with Disabilities: To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), or to request reasonable accommodations for filing comments (e.g., accessible format documents), send an e-mail to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer and Governmental Affairs Bureau at 202-418-0530 (voice), 202-418-0432 (TTY).

This matter shall be treated as a "permit-but-disclose" proceeding in accordance with the Commission's *ex parte* rules.<sup>3</sup> Persons making oral *ex parte* presentations are reminded that memoranda summarizing the presentations must contain summaries of the substance of the presentation and not merely a listing of the subjects discussed. More than a one or two sentence description of the views and arguments presented generally is required.<sup>4</sup> Other rules pertaining to oral and written *ex parte* presentations in permit-but-disclose proceedings are set forth in section 1.1206(b) of the Commission's rules.<sup>5</sup>

For further information, contact Richard D. Smith, Consumer and Governmental Affairs Bureau, at (717) 338-2797 or [richard.smith@fcc.gov](mailto:richard.smith@fcc.gov).

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<sup>3</sup> 47 C.F.R. §§ 1.1200 *et seq.*

<sup>4</sup> *See* 47 C.F.R. § 1.1206(b)(2).

<sup>5</sup> 47 C.F.R. § 1.1206(b).